

## **Frequently Asked Questions**

### **Local Public Health Agency Status Board**

#### **If you have multiple offices, how do you indicate if only one is open/closed?**

If your local public health agency (LPHA) has multiple offices, please report a status for each office in your jurisdiction. For example, if reporting for Gasconade County LPHA please use the reporting agency drop down to find Gasconade County LPHA – Owensville and report the status for that location. Then go in and enter in another record for Gasconade County LPHA – Hermann.

#### **Did you say this can only be accessed by a secure website?**

The URL link to access WebEOC is a secure link, meaning you must have a user name and password to access the website. The website <http://sema.dps.mo.gov/programs/webeoc/> can be accessed through any browser (ie: Explorer, Firefox, etc) and most mobile devices after you have acquired the user name and password to access the system.

#### **Could the WebEOC be used for closings for reasons other than emergencies, such as staff training?**

The WebEOC boards (such as the Local Public Health Agency Status) are pushed into what the system calls incidents. For example, if the state of Missouri had a flu outbreak and a winter storm coming through our state, the information regarding each situation would be handled as an incident. When you log-in to WebEOC you select the incident for which you are reporting information. Some agencies or communities within our state are using what they call Daily Operations. DHSS will create a LPHA Daily Operations incident in which you will be able to report your LPHA status on a non-emergency event. This will allow you to notify the state of your LPHA closure for situations such as trainings.

#### **If more than one LPHA staff is requesting access, do you want us to use only the mass account creation form?**

That is correct! If you are requesting access for more than one employee in your LPHA, please use the mass account creation form on the State Emergency Management Agency (SEMA) website at <http://sema.dps.mo.gov/programs/webeoc/mass-account-form.pdf>

#### **I have had a WebEOC account for awhile, so do I need to sign-up again?**

This really depends on if you have a state WebEOC account or not. Region D or Mid-America Regional Council (MARC) LPHAs may have access to a regional WebEOC system. At this time you will also need access to the state WebEOC system. We have pushed state issued boards to the Region D WebEOC system. This allows Region D to have one log-in to WebEOC. Also, there are plans to fuse with the MARC counties that also have WebEOC. However, Department of Health and Senior Services (DHSS) has not completed a Memorandum of Agreement (MOA) with Region D and the MARC at this time. Until the MOA is completed you will need a state WebEOC account to see the health related boards.

#### **If we complete a mass account creation form, is there just one log-in for everyone or is there a separate log-in for everybody?**

On the mass account creation form you will indicate the staff name, e-mail, jurisdiction, and position they need access to in WebEOC. The staff e-mail will be the log-in for WebEOC. With this being said, each staff in your LPHA will have a separate log-in to the system.

#### **How long does it take to get the account(s) set up?**

The turnaround for the account(s) to be verified and created usually takes up to five business days.

**If we do not have an lpha.mopublic.org e-mail extension presently, will we need to get them established for WebEOC?**

No, please use whatever professional e-mail that you use for your day-to-day communications.

**Does our password expire after so many days?**

No, your password never expires. The minimum password length is eight characters. If your password is entered incorrectly, the account will lock after five failed attempts. The account lockout duration is five minutes before you can try again. If your password is still incorrect, you will need to reset your password by sending an e-mail message to [webeoc@dps.mo.gov](mailto:webeoc@dps.mo.gov) requesting it be reset.

**If I am a planner for six counties, how do I set up my WebEOC account?**

Please indicate on the account creation form for which counties you represent as a planner. You will be given an Operations (OPS) Health position for each county you cover. This will help the planner switch between positions in the event that one county has an emergency event, but not the other. Please coordinate with the LPHA Administrators whether they have the expectation for you to enter the LPHA status on behalf of their agency.

**Whose name should appear in the field on the “WebEOC Account Request Form” for the Emergency Manager/Supervisor Information?**

Either the LPHA employee’s supervisor or the LPHA Administrator.

<http://sema.dps.mo.gov/programs/webeoc/create-webeoc-account.pdf>

**Is information in the LPHA Status Board subject to Sunshine Law?**

Yes, the LPHA Status Board is subject to the Sunshine Law.

**Is the save button one in the same as the submit button?** Yes, the save button mentioned in the webinars has been changed to a submit button for clarity purposes.